

HCAHPS Spotlight Report



Discharge Dates From Jul 1, 2019 to Mar 31, 2020

https://catalyst.nrcpicker.com/BVCH/HCAHPSr/default.aspx

June 1, 2020

Overall	CAHPS Dimensions	Benchmarks	Rolling Averages up to 3/13/2020	Bear Valley HCAHPS		
		NRC Average*	3 Months	Qtr 1 2020	Qtr 4 2019	Qtr 3 2019
Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?		74.0% (n=521,136)	100.0%µ PR=100 (n=4)	100.0%µ (n=4)	100.0%µ (n=3)	66.7%µ (n=3)

Key Drivers		NRC Average*	3 Months	Qtr 1 2020	Qtr 4 2019	Qtr 3 2019
During this hospital stay, how often did hospital staff talk with you about how much pain you had?	Communication about Pain	67.5% (n=242,905)	--	--	--	66.7%µ (n=3)
During this hospital stay, how often did hospital staff talk with you about how to treat your pain?	Communication about Pain	63.8% (n=234,542)	--	--	--	66.7%µ (n=3)
Were you checked into the emergency room and evaluated in a timely manner?		65.0% (n=104,061)	50.0%µ PR=7 (n=4)	50.0%µ (n=4)	100.0%µ (n=1)	66.7%µ (n=3)

Highest Scores		NRC Average*	3 Months	Qtr 1 2020	Qtr 4 2019	Qtr 3 2019
During this hospital stay, how often did nurses treat you with courtesy and respect?	Communication with Nurses	86.7% (n=538,436)	100.0%µ PR=100 (n=4)	100.0%µ (n=4)	66.7%µ (n=3)	100.0%µ (n=3)
During this hospital stay, how often did doctors listen carefully to you?	Communication with Doctors	79.7% (n=530,900)	100.0%µ PR=100 (n=4)	100.0%µ (n=4)	100.0%µ (n=3)	66.7%µ (n=3)
How often were the different doctors and nurses consistent with each other in providing you information and care?		71.5% (n=199,450)	100.0%µ PR=100 (n=3)	100.0%µ (n=3)	50.0%µ (n=2)	100.0%µ (n=2)

Lowest Scores		NRC Average*	3 Months	Qtr 1 2020	Qtr 4 2019	Qtr 3 2019
When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.	Care Transitions	53.7% (n=516,327)	25.0%µ PR=1 (n=4)	25.0%µ (n=4)	33.3%µ (n=3)	33.3%µ (n=3)
How organized was the care you received in the emergency room (dept)?		43.2% (n=65,321)	25.0%µ PR=2 (n=4)	25.0%µ (n=4)	0.0%µ (n=1)	0.0%µ (n=2)
During this hospital stay, how often was your family or someone close to you able to talk to your doctor?		54.2% (n=127,729)	25.0%µ PR=1 (n=4)	25.0%µ (n=4)	100.0%µ (n=2)	50.0%µ (n=2)

Green - score is equal to or greater than the NRC Average
 Yellow - score is less than the NRC Average, but may not be significantly
 Red - score is significantly less than the NRC Average